



Complaint Form

Print

Date: 8/31/09

2009-373-C

Complainant or Legal Representative Information:

\* Required Fields

Name \*

Rosa Lee Thomas

Firm (if applicable)

Mailing Address \*

1202 Coach Rd

City, State Zip \*

Holly Hill SC 29059

Phone \*

803-759-0372

E-mail \*

don't have one

Name of Utility Involved in Complaint: \*

Universal Telecom, Inc

Type of Complaint (check appropriate box below.) \*

☐ Billing Error/Adjustments

☐ Deposits and Credit Establishment

☐ Wrong Rate

☐ Refusal to Connect Service

☒ Disconnection of Service

☐ Payment Arrangements

☐ Water Quality

☐ Line Extension Issue

☐ Service Issue

☐ Meter Issue

☐ Other (be specific)

Have you contacted the Office of Regulatory Staff (ORS)? \*

☒ Yes ☐ No

Name of  
ORS Contact:

Dawn Hepp

Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

Universal Telecom accepted payment for services from August 4-Sept 4 knowing that services would be disconnected. Universal did not pay their lease agreement with Embarg. My services were disconnected on August 12 a letter was not received from the company until August 21. I paid \$55.00 for my services on phone number 8034963021.

Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

I am asking that I am refunded my money for my bill. I am not able to transfer my phone company without the money.

STATE OF SOUTH CAROLINA )

VERIFICATION

COUNTY OF

Orangeburg

I, Rosa Lee Thomas

Complainant's Name \*

verify that I have read my complaint filed on

8-31-09

Date \*

and know the contents thereof, and that said contents are true.

Rosa Lee Thomas

Complainant's Signature \*

Internal Use Only

Processed By	Date
H.E.	